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S. Zund  
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Patent

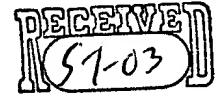
Attorney Docket No. Old: GEM-30834

New: GEMS8081.022

Official

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Kennedy, Ronald  
Serial No. : 09/474,418  
Filed : December 29, 1999  
For : System and Method For Remote Servicing of In-Field Product  
Group Art No. : 2152  
Examiner : Vaughn, W.



CERTIFICATION UNDER 37 CFR 1.8(a) and 1.10

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Date: 5/1/2003

*[Signature]*  
Signature

Assistant Commissioner for Patents  
Washington DC 20231

RESPONSE TO APRIL 22, 2003 ADVISORY ACTION

Dear Sir:

Responsive to the Advisory Action mailed April 22, 2003, please consider the following remarks:

REMARKS

In an Office Action mailed February 3, 2003, the Examiner made final a rejection of claims 1-24 under 35 U.S.C. §103(a) as being unpatentable over a single reference, Babula et